

**From:** Edward P. Bolin  
**To:** Microsoft ATR  
**Date:** 1/24/02 8:22pm  
**Subject:** Microsoft Settlement

To Whom it may concern:

As an end user of computer technology since 1980 I have found that my computing experience has been enhanced by changes and advancements in both the software and hardware environments that can be directly attributed to Microsoft's contributions in both development and leadership.

Microsoft lead the way in creating competition in computer hardware manufacturing by making MS-DOS available to not only IBM, but also to startup companies that wished to compete with IBM, which lead to a decrease in cost to the consumer. Microsoft's leadership in creating standards for software applications again saved money for the consumer by decreasing the steep learning curves inherent in the non-standard command structure of early word processors, spreadsheets and databases.

Through the years Microsoft continued to improve its software products and challenged the hardware industry to match its pace by developing more powerful computers to run the advanced software providing better tools for the consumer, and yes, at lower cost.

Did Microsoft prosper from its strategy of seeking excellence and standardization in the highly competitive computer marketplace? Yes and so did all consumers.

As one of those consumers that has to watch his budget carefully, I must choose hardware and software based on price, quality and usability. Based on these factors I have chosen the IBM standard Personal Computer (from IBM to Packard Bell to Dell), Microsoft operating systems (which I choose to upgrade based on my needs, sometimes purchasing a new computer with the operating system pre-installed and sometimes purchasing an upgrade in the box over-the-counter: I went from MS-DOS to MS-Windows 3.11 to Windows 95 to Windows 98 SE and soon will purchase a new computer with Microsoft Windows XP Professional) and Microsoft application software (all versions of Microsoft Office Professional through the years). Was Microsoft always the lowest priced software? No it was not, but it offered the best usability features, making it the most cost effective. Have I owned the competitors' software? Yes I have and in the end I went back to Microsoft simply because it is a superior product.

Guess what? That superiority, not unfair practices (unless being better is unfair), is why Microsoft is today's technology leader. Isn't that the American way?

By the way, I am not only an end user, I am also a computer technology instructor in a community college. I have seen students from 16 to 75 years of age easily master computer skills using mouse clicks and the simple set of commands made possible by Microsoft software. The students horizons have been broadened and the lives enriched. Thank you, Microsoft!

Sincerely,

Edward Bolin

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